

Marlene H. Dortch, Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Suite TW-A325
Washington, D.C. 20554


Re: **Annual 47 C.F.R. § 64.2009(e) CPNI Certification for 2012**
EB Docket No. 06-36

Form 499 Filer ID: 804972

CERTIFICATION

I, James P. Forcier, hereby certify that I am an officer of Chazy & Westport Tel.Corp, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures effective during the calendar year 2012 that are adequate to ensure compliance with the Customer Proprietary Network Information rules set forth in 47 C.F.R. §§ 64.2001 *et seq.* of the rules of the Federal Communications Commission.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the rules.



Name: James P. Forcier
Title: President
Date: February 25, 2013

Chazy & Westport Tel. Corp

Address: 2 Champlain Ave
Westport, NY 12993

STATEMENT

Chazy & Westport Tel. Corp. has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

- Chazy & Westport Tel. Corp. has implemented procedures whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- Chazy & Westport Tel. Corp. continually educates and trains its employees regarding the appropriate use of CPNI. Chazy & Westport Tel. Corp. has established disciplinary procedures should an employee violate the CPNI procedures established by Chazy & Westport Tel. Corp.
- Chazy & Westport Tel. Corp. maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Chazy & Westport Tel. Corp. also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- Chazy & Westport Tel. Corp. has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of Chazy & Westport Tel. Corp. compliance for a minimum period of one year. Specifically, Chazy & Westport Tel. Corp.'s sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and a process ensures that opt-out elections are recorded and followed.

- Chazy & Westport Tel. Corp. took the following actions against data brokers in 2012, including proceedings instituted or petitions filed by Chazy & Westport Tel. Corp. at a state commission, in the court system, or at the Federal Communications Commission: No Actions needed against Data Brokers in 2012.
- Chazy & Westport Tel. Corp. takes the following steps to protect against pretexting and to protect CPNI:
 - All customers are authenticated, either by password, back up question or valid Photo ID.
 - Permission is requested from customer to access their information on each call.
 - If authentication is not possible, the CPNI information is either mailed to the customer at the address of record, or the service representative calls the customer back at the telephone number of record.
- The following is a summary of all customer complaints received in 2012 regarding the unauthorized release of CPNI:
 - Number of customer complaints Chazy & Westport Tel. Corp. received in 2012 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: There were NO complaints in 2012.
 - Category of complaint:
 - _0_ Number of instances of improper access by employees
 - _0_ Number of instances of improper disclosure to individuals not authorized to receive the information
 - _0_ Number of instances of improper access to online information by individuals not authorized to view the information
 - _0_ Number of other instances of improper access or disclosure
 - Description of instances of customer complaints, improper access or disclosure: None.